Missouri Technology

Missouri State Government's Information Technology Community News

Fall 2002

Missouri IT News

E-Gov RFP Process Receives Cronin Club Innovation Silver Award

The National Association of State Procurement Officials (NASPO) annually presents the "Cronin Award," considered the Academy Award of state procurement organizations. This year's recipient is the Office of Administration Division of Purchasing and Materials Management. The nomination, "Strategic Proposal Specification Development Methodology," profiled the process utilized for the development of the e-government infrastructure RFP. Selected by NASPO on the criteria of cost reduction, innovation, service improvement, transferability, and/or involvement of customers, Missouri was recognized for its innovative approach of encouraging vendor involvement in the RFP development process through the use of workshops and website interaction. The project resulted in a cost avoidance of approximately $432,000 for the state.

Chief Technology Officer Award Presented to Public Service Commission

FileNET Corporation recently honored the Missouri Public Service Commission with its prestigious Chief Information Officer Award during ceremonies held in Washington, D.C. The Missouri Public Service Commission's Electronic Filing and Information System (EFIS) received the top honor for best and most innovative solutions using FileNET products. The Missouri Public Service Commission was selected over 950 other United States companies, as well as companies representing 25 other countries.

The EFIS system was implemented in April of 2002. As a result of EFIS, the Public Service Commission's staff can handle workload more efficiently and has enhanced the Commission's ability to achieve its core business mandates. EFIS also permits consumers and the media to have, at their fingertips, access to all public testimony and exhibits filed in cases before the Commission.

Todd Craig serves as the CIO for the Public Service Commission. Congratulations PSC on a job well done!!

IT Community Welcomes
New Agriculture CIO

Recently appointed by the Missouri Department of Agriculture, Larry Reynolds takes on the role of the department's new Chief Information Officer. He recently worked for 14.5 years as MIS manager for a Columbia insurance company, but Larry is also a former state employee. He previously had the position of DP Manager for 3 years with MOSERS and 8.5 years as the Assistant IT Director for the Department of Elementary and Secondary Education.

We welcome Larry back to Missouri State Government and its IT community. Larry can be reached by phone at 751-3071 or via e-mail at Larry_Reynolds@mail.mda.state.mo.us.

Department of Revenue
Recognized Nationally as Number One

Winners of the Digital State Survey Part III were recently announced by the Center for Digital Government in conjunction with *Government Technology* magazine. Missouri was selected to share the first place spot in the area of Taxation and Revenue with Delaware, Idaho, Indiana, Louisiana, Maine and Nebraska. This year's placement was an increase from an already fine showing of 8th place in the 2001 Digital States Survey.

Student CIOs Appointed to
Governor's Youth Cabinet

Governor Bob Holden recently formed the Governor's Youth Cabinet so that young people could voice their ideas about how to make Missouri a better place. Forty-five young Missourians were appointed on October 28 with assignments made to various department directors based upon the student's area of interest.

Two students will be working directly with Gerry Wethington, CIO. Those selected for the area of information technology are Kathleen Fitterling of Warrensburg and Steve Rogers of Des Peres, MO. The Office of Information Technology looks forward to the input provided by these youth cabinet members.

Missouri Programs Receive
Third Place Honors for NASCIO Awards

Ten state government programs received top honors at NASCIO's annual conference held in October. The winners were selected from 127 nominations by 33 states and covered subject areas in 9 different categories. Judges selected the winning entries based on their longevity, importance to the operation of government, taxpayer benefits and money saved.

Two of Missouri's programs were recognized with third place honors. Those honors were given in the area of Accessibility for Missouri's accessibility standards for people with disabilities and in the area of e-government services – government to citizen for DOLIR's Internet online claims filing system.

Details about the winning programs are on the NASCIO website at www.nascio.org.

Best of Breed Designation
For OSCA's Case.Net Program

The Office of the State Courts (OSCA) was cited as one of the best state-level technology applications and best practices in the nation by the Center for Digital Government. Cited for its cross-jurisdictional and enterprise-wide capabilities, the system allows citizens, lawyers, and court officials to obtain the most up-to-date information about court cases via the Internet.

The Center for Digital Government is a research and advisory institute that annually conducts the Digital State Survey. Missouri's Case.Net system was singled out in the 2002 survey for the Best of Breed recognition. Jim Roggero, OSCA's CIO, was recently quoted as saying, "we're getting about two million requests a month from people utilizing the system." The Best of Breed Program report as well as additional information about the 2002 Digital States Survey can be found at www.centerdigitalgov.com.

Missouri in Lead
With IT Accessibility Standards

In the future individuals with disabilities will have greater consideration in Missouri State Government's procurements and online services. This is due to the development of information technology accessibility standards now in their final draft stage to be proposed to the state's

Information Technology Advisory Board (ITAB) for approval. These standards are being developed as a partnership between the Office of Information Technology, the Missouri Assistive Technology Council, the Digital Media Development Group, the Architecture Committee, the Office of Purchasing and Materials Management and the ITAB.

The development effort encompasses a three-fold approach. First is to adopt accessibility standards for procurement of information technology, the development of custom-designed and web-based information technology, as well as being applicable to emerging information technologies in accordance with Missouri statute RSMO 191.863. The second objective is to streamline the procurement process of IT products and services. Common text has been developed to be included within any State of Missouri Request for Proposal (RFP) or Information for Bid (IFB) related to the acquisition of IT products and services. The third objective is to develop a mechanism to assist state agencies in evaluating and verifying the compliance of IT products and services with the defined state accessibility standards prior to expenditure of state funds. One component of this objective is to establish a review procedure for accessibility rating, independent of the functional performance subjective rating and the cost rating, so that all three issues can be weighed appropriately in procurement decision making.

According to Diane Golden, Missouri Assistive Technology Council Director, thirty to forty states are now addressing IT accessibility in the area of web accessibility. However, few states have tackled the difficult issue of standards adoption and development of procedures to address procurement and other IT accessibility issues. At this point in time, no other state has taken the comprehensive approach to accessibility standards adoption that Missouri is proposing. While the web accessibility issues are an important first step, more needs to be done nationally in order to champion accessibility issues in the area of product and service procurement. As Director of the Missouri Assistive Technology Council, Diane applauds Missouri's effort to be a leader in the area of accessibility standards and hopes other states will use Missouri as an example in their own efforts.

Tim Dwyer
Department of Insurance

❑ **How long have you been in this agency's CIO position?** *I accepted the CIO position for the Missouri Department of Insurance (MDI) in July of 1998.*

❑ **How many on your IT staff?** *The MDI's Information Services staff consists of 13 full-time employees, supplemented with contract programming and consulting resources as needs dictate.*

❑ **What has been your biggest challenge?** *During the past few years, our I.S. group, like most in state government, has faced numerous challenges. Perhaps, the biggest challenge has been staying abreast of the department's rapidly changing information and communication needs in the wake of state, national and global financial modernization initiatives. These initiatives, which seek to integrate traditional financial functions such as banking, insurance and securities, not only demand high levels of inter-state cooperation, but also reliable and secure communication and data exchange.*

❑ **What accomplishment are you most proud of?** *Nationally, Missouri is well respected as a leader and innovator in insurance regulation and consumer protection. MDI's I.S. staff has played an important role in establishing that reputation. However, I view my greatest accomplishment as instilling in every member of our team the concept of Stewardship.*

While we may not be held accountable in the same way as our elected officials, as stewards of the public trust, we each have an obligation to use the time and resources entrusted to us wisely and to the benefit of all Missourians. We continually ask these basic questions about everything we do. Will this make it faster? Will this make it cheaper? Will this make it better? But above all: Are we being good stewards?

❑ **What is the most important thing to you as a CIO?** *I believe one of the most important things a CIO can and should do is*

work relentlessly to establish and re-establish Information Services as a strategic partner within the organization. While it is certainly gratifying to be the chief problem-solver, charging in like the cavalry at the last minute; it is just as certainly inefficient, even counter-productive.

A simple truth about today's technological world is that what was inconceivable yesterday will be on store shelves tomorrow. Bringing information technologies to the planning table not only contributes to efficiency of many projects but also often improves effectiveness of the processes; sometimes even the feasibility of an effort. It is simply imperative that the CIO gets to the strategic table and stays there.

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NASCIO Recognized as Link
for Cyberspace Security

The President's Critical Infrastructure Protection Board (PCIPB) recognized NASCIO in September for their contribution to the draft National Strategy for Secure Cyberspace. The NASCIO goal is to establish an Interstate Information Sharing and Analysis Center (ISAC). The national strategy cites nine state and local recommendations to foster intergovernmental and industry partnership, including the following:

❑ Create a state CIO advisory group to the President's Critical Infrastructure Protection Board.
❑ Initiate an intergovernmental, cross-disciplinary architecture design and guidance effort to support national information sharing.
❑ Increase information sharing efforts such as the Interstate ISAC.
❑ Assure the inclusion of local government representation on state cybersecurity boards so that local interests and needs are represented.

NASCIO is also working with the Office of Homeland Security on an architecture design effort and is currently working with the National Infrastructure Protection Center (NIPC) and the Critical Infrastructure Assurance Office (CIAO) on establishing an Interstate ISAC. For additional information on the role of the state

CIO and IT in homeland security, please go to NASCIO's new Homeland Security web page at http://www.nascio.org/hotissues/hs/index.cfm.

Security Report Available
for State Government CIOs

Of interest to state government CIOs is a recently released report made available by NASCIO. The report, titled "Public-Sector Information Security: A Call to Action for Public-Sector CIOs," was written for NASCIO by Don Heiman, former CIO for the State of Kansas, as part of a grant from the PricewaterhouseCoopers Endowment for the Business of Government.

The report contains ten recommendations for action addressing management, technology, and homeland security elements of public sector IT security. A NASCIO version of the report can be viewed and downloaded at http://www.nascio.org/2001/11/securityforum01 1113-14.cfm.

Moore's Law Continues to
Hold True Through This Decade

Gartner gives Moore's Law, which posits that processor power doubles every 18 months, a 70 percent chance to continue unabated through 2011. Gartner projects that by 2008 the typical desktop computer will have 4 to 8 CPUs running at 40 GHz, 4 to 12 gigabytes of RAM, 1.5 terabytes of storage, and 100Gbit LAN technology. By 2011, processors will clock at 150 GHz and 6 terabytes of storage will be common. And, there are numerous technologies such as nanotube transistors and spintronics that could jump the next hurdle when CMOS reaches the end of its run.

The above information is one of ten predictions by Gartner analysts from an October 14, 2002 ZDNet article by Dan Farber. The remaining nine predictions can be accessed online at www.zdnet.com.au/newstech/ebusiness/story/0,2 000024981,20269050,00.htm.

Upcoming Events

December 18, 2002 – 8:30 a.m. - noon
IT Advisory Board Meeting
SOS, Interpretive Center

January 29, 2003 – 8:30 a.m. – 4:00 p.m.
IT Advisory Board Meeting
DNR, 1738 E. Elm, Katy Trail Conference Rm.

February 26, 2003 – 8:30 a.m. – noon
IT Advisory Board Meeting
DNR, 1738 E. Elm, Katy Trail Conference Rm.

Important Links

Missouri Office of Information Technology
(OIT): www.oit.state.mo.us

National Association of State CIOs (NASCIO)
www.nascio.org

Center for Technology in Government
www.ctg.albany.edu/

Project Management Institute
www.pmi.org